Kaleidescape Speed Reader

User Guide

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Section 1
Installation

The Kaleidescape Speed Reader is a bulk loader for importing large numbers of DVDs and CDs into a Kaleidescape System. The Speed Reader is easy to install and operate. Just connect the cables, make a few configuration settings, and the Speed Reader is ready to import discs.

Unpacking and Repacking the Speed Reader

Speed Reader packaging is designed to protect the Speed Reader during shipment.

Note: If the Speed Reader must be returned for any reason, the original packaging must be used. Original packaging must also be used when shipping the Speed Reader to an installation site.

The Speed Reader packaging contains a power cord and the *Speed Reader Quick Install Guide*.

Unpacking

Use the following procedure to unpack the Speed Reader.

1. Remove the cardboard insert and unpacking instructions from the top of the box.
2. Use the tray handles to lift the tray and Speed Reader. Set both tray and reader down on a flat surface. See Figure 1-1.

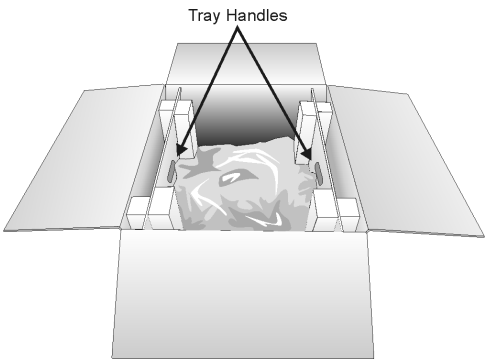

Figure 1-1 Lifting the Speed Reader and Tray

CAUTION

Do not lift the Speed Reader by the robotic arm (picker), column, or spindles. Be careful not to bump or press against the spindles. This can damage the Speed Reader.

3. Fold the sides of the tray down to remove the Speed Reader from the tray and set the reader on a flat surface.
4. Remove the Speed Reader from the protective plastic bag.
5. Slide the foam on the column up to remove. Slide foam sideways to remove foam from robotic arm.

Repacking for Transport

Note: Use original packaging (shipping container, tray, and foam) to transport the Speed Reader to avoid damage not covered by warranty.

1. Unplug power and Ethernet cables from the Speed Reader.
2. Replace arm protective foam.
   a. Rotate robotic arm to the left side of the Speed Reader (near Bin 3). See Figure 2-1 for bin identification.
   b. Place the foam under the arm and gently press the arm to the bottom.
3. Slide the foam onto the column in the center.
4. Cover the Speed Reader with the plastic bag.
5. Lay the tray flat on the floor and place the Speed Reader on the tray. Be sure the short blocks of foam secure the back of the Speed Reader.

CAUTION

Do not lift the Speed Reader by the robotic arm or rotating column. Always lift the Speed Reader from the bottom of the unit.

6. Fold up the sides of the insert and use the tray handles to place the Speed Reader in the container. See Figure 1-2.

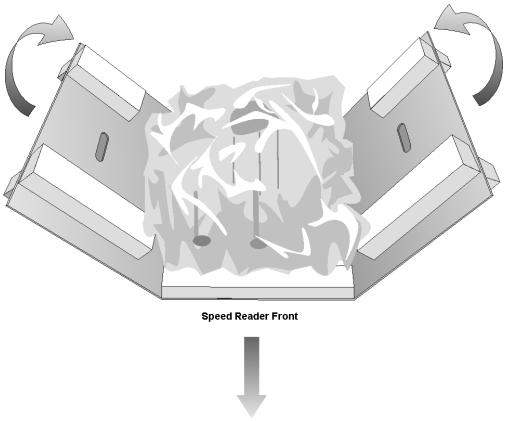

Figure 1-2 Repackaging the Speed Reader

7. Replace the cardboard lid inside the box on top of the Speed Reader.
8. Pack the Speed Reader power cord and *Quick Install Guide.*
9. Close and seal the box.

Installing the Speed Reader

Preparing the Site

Before installing the Speed Reader, verify that the installation site meets the following conditions:

1. High-speed Internet connection (DSL, cable, or other broadband service).
2. Network has a single DHCP server (usually resident in a router).
3. A 100 Base-TX or 1000 Base-T Ethernet switch port to connect the Speed Reader to the site network.

   The Speed Reader MUST be on the **same IP subnet** as the Kaleidescape System.

   Note: Do NOT use hubs or half-duplex switches to connect the Speed Reader.
4. This equipment is intended for installation only in a restricted access location.
5. Computer with an Ethernet port or wireless connection to configure the Kaleidescape System.
6. Stable surface with adequate space for handling hundreds of disc cases and plenty of clearance for the robotic arm.
7. Speed Reader must be grouped to a server running KEAOS 3.7.2 or later.

To check KEAOS version of the system, go to the **HOME** page of the Installer Web Utility. To update server software, connect the server to the Internet.

Connecting to the Network

1. Connect an Ethernet cable (CAT5 or better) to the Network port on the Speed Reader.
2. Connect the other end of the Ethernet cable to a network switch port on the same subnet as the Kaleidescape System. See Figure 1-3.

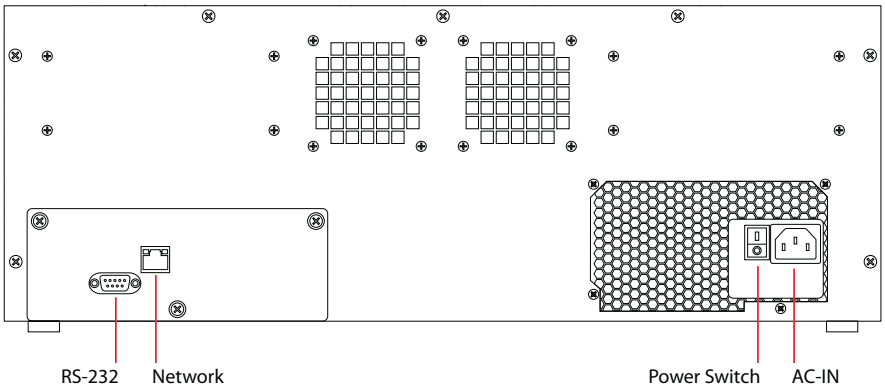

Figure 1-3 Network and Power Connections

Connecting Power

Use the following procedure to connect power to the Speed Reader.

CAUTION

Before powering on the Speed Reader, be sure nothing interferes with the movement of the robotic arm.

1. Connect the power cord to the Speed Reader and to an Uninterruptible Power Supply (UPS) or surge protector.

   Connect the UPS power cord to a properly rated supply receptacle according to this model rating. Use a certified power cord set compatible with the regional power input.
2. Turn the power switch on (located next to the power cord on the back of the reader). The Speed Reader takes 10 to 15 seconds to boot.
3. Check the LEDs on the flat surface of the reader in front of the disc drives. See Figure 1-4.
   - If the green Power LED is not illuminated, check the power source.

- If the red Error LED stays illuminated, there is a Speed Reader malfunction. Turn the power switch off and on again.

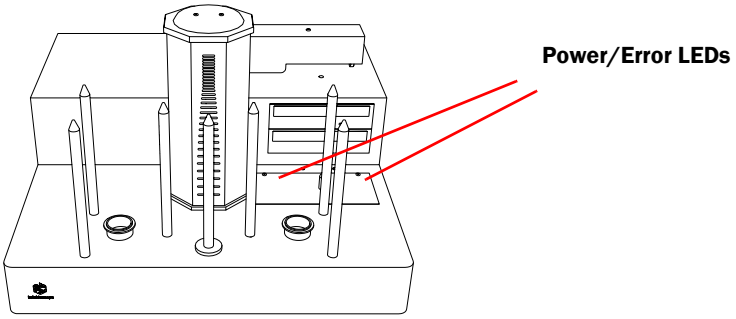

Figure 1-4 Power/Error LEDs

Configuring the Speed Reader

The Speed Reader is configured through the Installer Web Utility. Configuration includes assigning a name to the Speed Reader, changing IP settings, setting regions, and grouping the Speed Reader with a server or group of servers.

Accessing the Installer Web Utility

There are three primary ways to access the Installer Web Utility.

- The easiest method is open a web browser and enter http://my-kaleidescape/installer (Windows) or http://my-kaleidescape.local/installer (Mac OS).
- If the other two methods fail, use the 12-digit serial number of the component.
  http://ks-[server_serial_number]/installer (Windows) or
  http://ks-[server_serial_number].local/installer (Mac)
- An alternate method to access the Installer is use the IP address of the server, http://[server_IP_address]/installer.

Naming the Speed Reader

Naming the Speed Reader is useful when multiple Speed Readers are on the same subnet.

1. Open the Installer Web Utility and select the **COMPONENTS** tab.
2. Locate the Speed Reader on the components list.

3. Enter a name for the Speed Reader in the **DEVICE NAME** text box and click **OK**.

Network Settings

By default, the Speed Reader obtains an IP address from a DHCP server. Use the following procedure if a static IP address needs to be assigned.

1. Open the Installer Web Utility and select the **COMPONENTS** tab.
2. Locate the Speed Reader on the components list.
3. Click the **SETTINGS** button to access **NETWORK** and **REGION** configuration tabs. See Figure 1-5. Select the **NETWORK** tab.

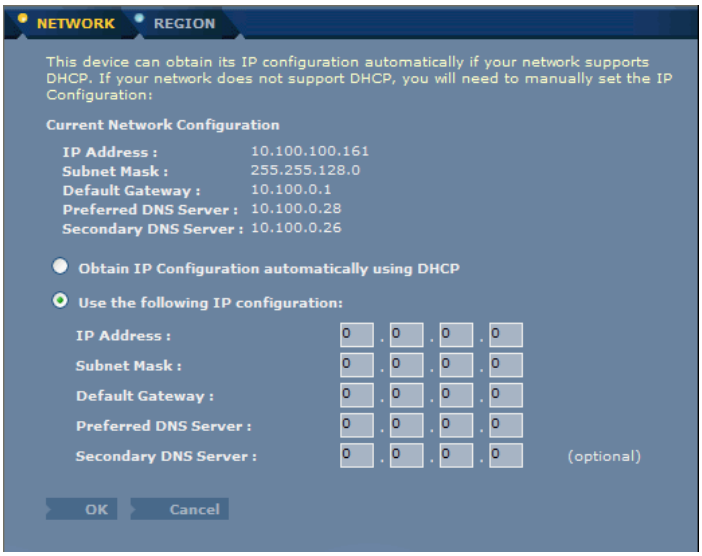
NETWORK
REGION
This device can obtain its IP configuration automatically if your network supports DHCP. If your network does not support DHCP, you will need to manually set the IP Configuration:
Current Network Configuration
IP Address : 10.100.100.161
Subnet Mask : 255.255.128.0
Default Gateway : 10.100.0.1
Preferred DNS Server : 10.100.0.28
Secondary DNS Server : 10.100.0.26
Obtain IP Configuration automatically using DHCP
Use the following IP configuration:
IP Address :
Subnet Mask :
Default Gateway :
Preferred DNS Server :
Secondary DNS Server :
(optional)
OK
Cancel

Figure 1-5 NETWORK Tab

4. Select the **USE THE FOLLOWING IP CONFIGURATION** radio button and enter the IP configuration for the Speed Reader. Then click **OK**.

Setting the Region

Most DVDs are encoded with region codes that correspond to the geographical areas where a DVD was originally sold. The Speed Reader must be set to the region of the DVDs being imported. The Speed Reader will reject any DVD that is not encoded with the Speed Reader region setting. Default is Region 1- United States, Canada.

Note: **The region setting can only be changed four times.**
Several Speed Readers might be required to import DVDs from many geographical areas.

A region setting cannot be changed while the Speed Reader is importing and the two disc drives cannot be set to different regions.

1. Open the Installer Web Utility and select the **COMPONENTS** tab.
2. Locate the Speed Reader on the components list.
3. Click the **SETTINGS** button and select the **REGION** tab. See Figure 1-6.

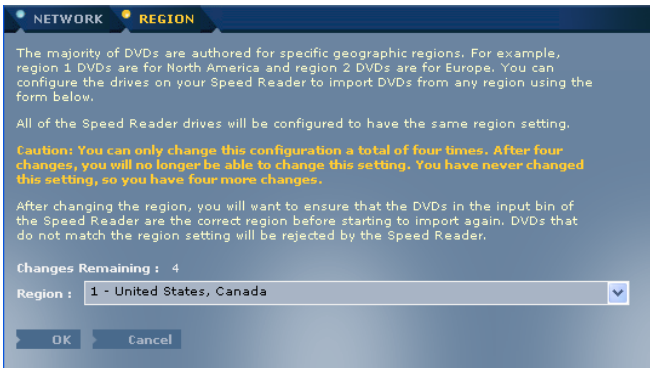
NETWORK
REGION
The majority of DVDs are authored for specific geographic regions. For example, region 1 DVDs are for North America and region 2 DVDs are for Europe. You can configure the drives on your Speed Reader to import DVDs from any region using the form below.
All of the Speed Reader drives will be configured to have the same region setting.
Caution: You can only change this configuration a total of four times. After four changes, you will no longer be able to change this setting. You have never changed this setting, so you have four more changes.
After changing the region, you will want to ensure that the DVDs in the input bin of the Speed Reader are the correct region before starting to import again. DVDs that do not match the region setting will be rejected by the Speed Reader.
Changes Remaining : 4
Region :
1 - United States, Canada
OK
Cancel

Figure 1-6 REGION Tab

4. Select the region for the DVD(s) to be imported from the **REGION** drop-down menu. The **Changes Remaining** number displays the number of times the region setting can still be changed.
5. Click **OK**. Both drives are now set for the new region.

The new region setting takes effect with the first DVD imported from the new region. DVDs imported with the previous region code will import until the first import from the new region setting.

Grouping and Ungrouping the Speed Reader

The Speed Reader must be grouped with the target server or group of servers to operate correctly.

Note: If the Speed Reader is not grouped, the result can be a failure to import, or imports can go into the wrong server.

Use the following procedure to group the Speed Reader with the correct target server.

1. Open the Installer Web Utility and select the **GROUPS** tab.
2. Select a group from the **ADD TO GROUP** drop-down menu. See Figure 1-7. The page updates immediately and the drop-down menu is replaced by a **REMOVE FROM GROUP** link.

Figure 1-7 Grouping the Speed Reader

3. To ungroup, or remove a Speed Reader from a group, click the **REMOVE FROM GROUP** link. The page updates and the reader now has a drop-down menu to add the reader to a different group.

Section 2
Operation

The Kaleidescape Speed Reader is easy to use. The Installer Web Utility provides configuration options and status information on each disc.

Overview of Disc Processing

The Speed Reader has three disc bins.

- **Bin 1** has a spindle to collect processed discs.
- **Bin 2** and **Bin 3** are input bins.

DVDs and CDs can be mixed when loading; however, mixing discs results in CDs being loaded more slowly. The best practice is to load CDs separately from DVDs.

The Speed Reader handles only standard size, 4.75 in. or 12 cm diameter, DVDs and CDs.

WARNING

Keep clear of the robotic arm and column at all times when the Speed Reader is operating.

Step 1– Bin 2 to Bin 1

Discs to be imported are picked by a robotic arm from Bin 2 and placed in the next available disc drive. After the Speed Reader has processed a disc from Bin 2, it is placed on the spindle in Bin 1. See Figure 2-1.

Note: To prevent discs from sticking together, the robotic arm shakes when it picks a disc from an input bin.

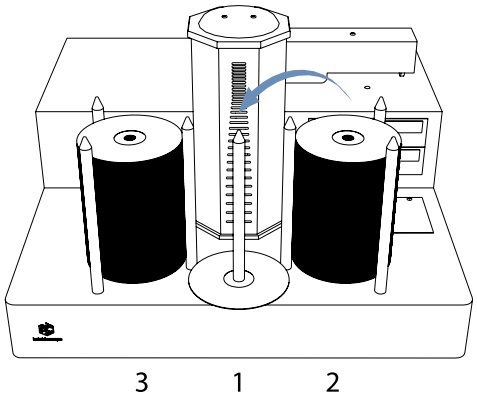

Figure 2-1 Process Step 1

Step 2 – Bin 2 to Bin 1

When all the discs in Bin 2 have been imported, the robotic arm picks discs from Bin 3. Processed discs from Bin 3 are now placed in Bin 2. See Figure 2-2.

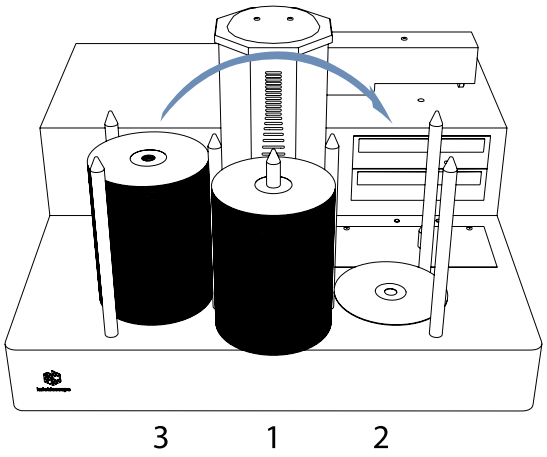

Figure 2-2 Process Step 2

The Speed Reader processes discs in the same order as the discs were placed in the bins. The Speed Reader waits for the next disc in stacking order to finish importing even if a disc in the other drive has already finished importing.

This process makes matching discs to cases simple and ensures that the **Disc Import Details log** will match the order of the processed discs in Bin 1 and Bin 2.

The import status of each disc is available from the Installer Web Utility. See "Viewing Disc Import Details" on page 19.

Getting Organized

Organizing discs can simplify the import process and reduce import time.

1. Separate DVDs and CDs.
2. Check the list of poorly authored DVDs listed on the Kaleidescape Knowledge Base. Go to www.kaleidescape.com/support/poorly-authored-dvds.php.
3. Separate DVDs known to take a long time to import.
4. Separate double-sided DVDs from the other discs. To import all content, double-sided DVDs must be processed twice.
5. Check that discs are clean. Smudges and scratches lengthen the import time or cause the import to fail.
6. Divide the collection into groups of 20-25 cases and arrange them in stacks to the left of the Speed Reader. See Figure 2-3.
7. Begin loading Bin 2. Place each disc with the side to be imported down (if the disc is printed, place shiny side down). Each bin holds up to 140 discs.

CAUTION

Do not load the bin higher than 1/2 in. (1.27 cm) from the top of the bin.

---

8. Stack each group of empty cases cover side down.
9. When a stack is finished, invert the stack cover side up, and place it to the right of the Speed Reader. Arrange the stacks so that the last stack handled is furthest from the Speed Reader.
10. Load bin 3 and stack cases in the same manner.

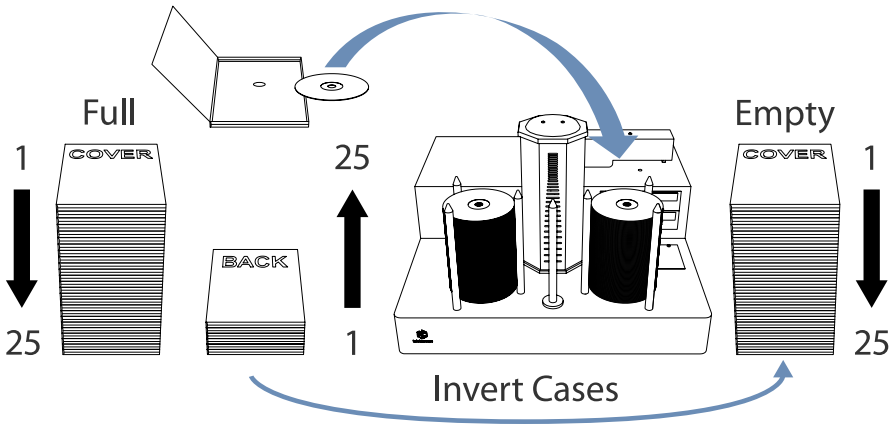

Figure 2-3 Suggested Process Organization

Managing Imports

Imports are managed through the Installer Web Utility on the **COMPONENTS** tab. Long imports can be skipped, imports can be started and stopped, and the status of individual discs can be viewed.

Skipping Long Imports

Most discs take less than an hour to import. By default, the Speed Reader aborts an import after one hour. The import setting can be changed to six hours to allow poorly authored DVDs (those that take an exceptionally long time) to import.

Use the following procedure to manage imports.

1. Open the Installer Web Utility and select the **COMPONENTS** tab.
2. Locate the Speed Reader on the components list. See Figure 2-4.

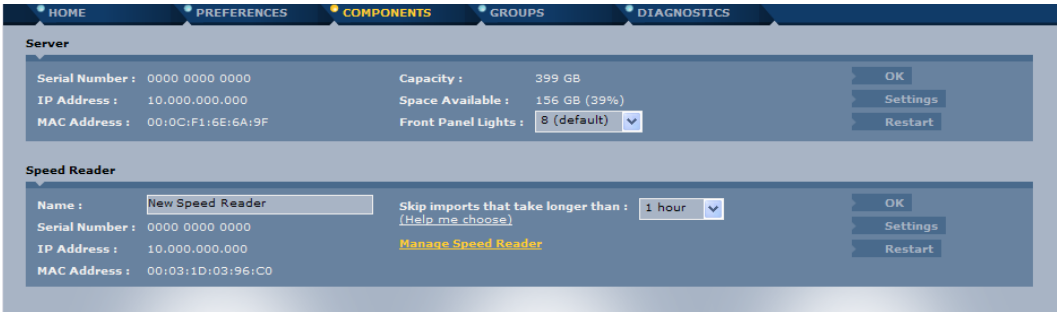

Figure 2-4 Speed Reader on COMPONENTS Tab

3. Select the **SKIP IMPORTS THAT TAKE LONGER THAN** drop-down menu and select **6 hours** and click **OK**. See Figure 2-5.

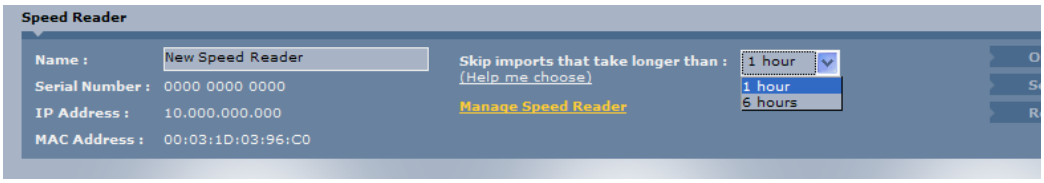

Figure 2-5 SKIP IMPORTS THAT TAKE LONGER THAN Menu

Note: This setting cannot be changed during an import session. If the Speed Reader is importing, stop the import session, then change the setting.

Skipped discs are placed in the current output bin. The **Manage Speed Reader** window shows that the import for a disc was skipped in a **Disc Import Details** status message. See Figure 2-6.

Be sure that any disc that takes longer than six hours to import is clean before retrying. If the Speed Reader is still unable to import the disc, try using a Kaleidescape player to import the disc.

Starting and Stopping Imports

Import sessions can be started and stopped from the **Manage Speed Reader** window. This window also displays Speed Reader status information.

Note: For quick access, bookmark this page in a web browser.

1. Open the Installer Web Utility and select the **COMPONENTS** tab.
2. Locate the Speed Reader on the components list.
3. Select the **MANAGE SPEED READER** link. The **Manage Speed Reader** window appears. See Figure 2-6.

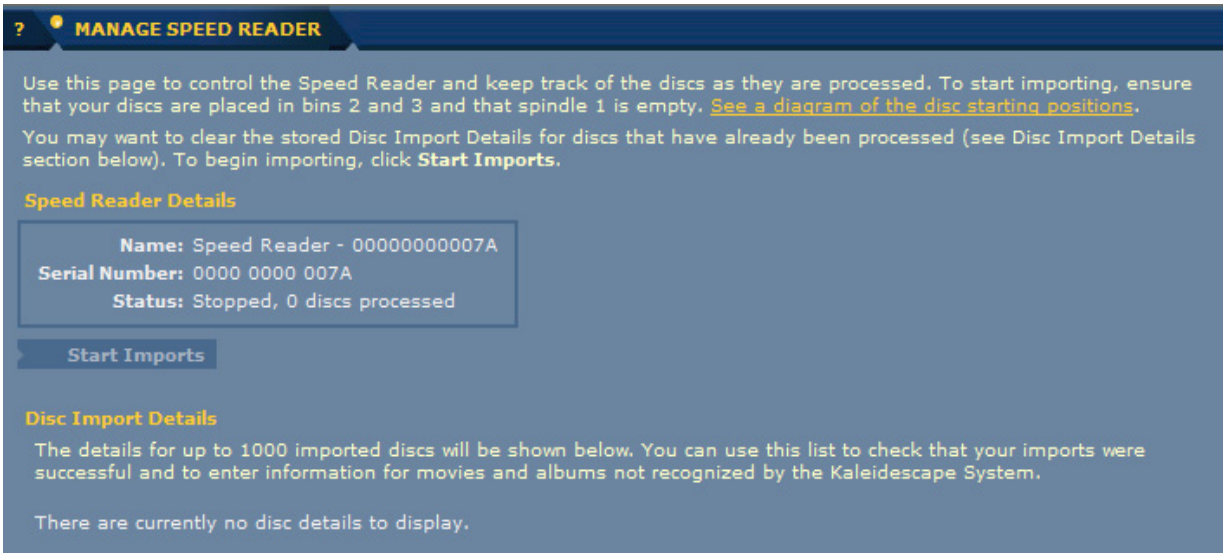
MANAGE SPEED READER
Use this page to control the Speed Reader and keep track of the discs as they are processed. To start importing, ensure that your discs are placed in bins 2 and 3 and that spindle 1 is empty. See a diagram of the disc starting positions.
You may want to clear the stored Disc Import Details for discs that have already been processed (see Disc Import Details section below). To begin importing, click Start Imports.
Speed Reader Details
Name: Speed Reader - 00000000007A
Serial Number: 0000 0000 007A
Status: Stopped, 0 discs processed
Start Imports
Disc Import Details
The details for up to 1000 imported discs will be shown below. You can use this list to check that your imports were successful and to enter information for movies and albums not recognized by the Kaleidescape System.
There are currently no disc details to display.

Figure 2-6 Manage Speed Reader Window

The Speed Reader Details section displays the Speed Reader name, serial number, and import status. See "Speed Reader Status Messages" on page 31 for a complete list of status messages.

4. Click the **START IMPORTS** button to begin importing discs.

   The **START IMPORTS** button changes to a **STOP IMPORTS** button and import status and history appear. See Figure 2-7.

MANAGE SPEED READER
Use this page to control the Speed Reader and keep track of the discs as they are processed. To start importing, ensure that your discs are placed in bins 2 and 3 and that spindle 1 is empty. See a diagram of the disc starting positions.
You may want to clear the stored Disc Import Details for discs that have already been processed (see Disc Import Details section below). To begin importing, click Start Imports.
Speed Reader Details
Name: MGS R1 Speed Reader 007A
Serial Number: 0000 0000 007A
Status: Importing, 5 discs processed
Stop Imports
Disc Import Details
The details for up to 1000 imported discs will be shown below. You can use this list to check that your imports were successful and to enter information for movies and albums not recognized by the Kaleidescape System. Once you are finished entering information and have returned the discs to their cases, you should clear the details by clicking Clear Disc Import Details before starting more imports.
Clear Disc Import Details
Input Bin
Output Bin
Start Time
Title
Status
2 N/A Aug. 31, 6:14 pm Heroes (4) In progress, 43 minutes left Enter Info
2 N/A Aug. 31, 5:56 pm Heroes (3) In progress, 18 minutes left Enter Info
2 1 Aug. 31, 5:26 pm Heroes (2) Completed Enter Info

Figure 2-7 Manage Speed Reader Window – Viewing Imports

WARNING

Do NOT add or remove discs from the Speed Reader or manually eject discs from disc drives after imports have started.

The robotic arm begins picking discs from Bin 2 and placing discs in Bin 1. When Bin 2 is empty, the robotic arm begins picking discs from Bin 3 and placing discs into Bin 2. See Figure 2-8.

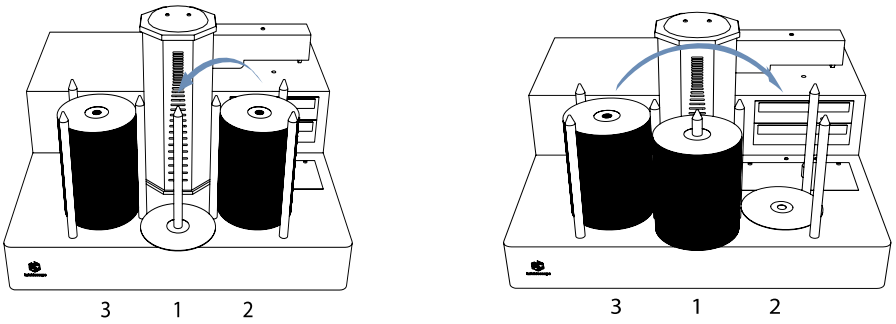

Figure 2-8 Import Session Sequence

When the import session is complete, the processed discs are in Bins 1 and 2.

5. To stop imports, click the **STOP IMPORTS** button. Importing can be stopped at any time but imports in progress are cancelled and the discs are returned to Bin 2 or Bin 3.

Viewing Disc Import Details

The Speed Reader monitors each import and displays the result in the **DISC IMPORT DETAILS** section of the Manage Speed Reader window.

Disc import details appear after a few discs have been processed. As each import is started, import status information for that disc is displayed at the top of the Disc Import Details list. See Figure 2-9.

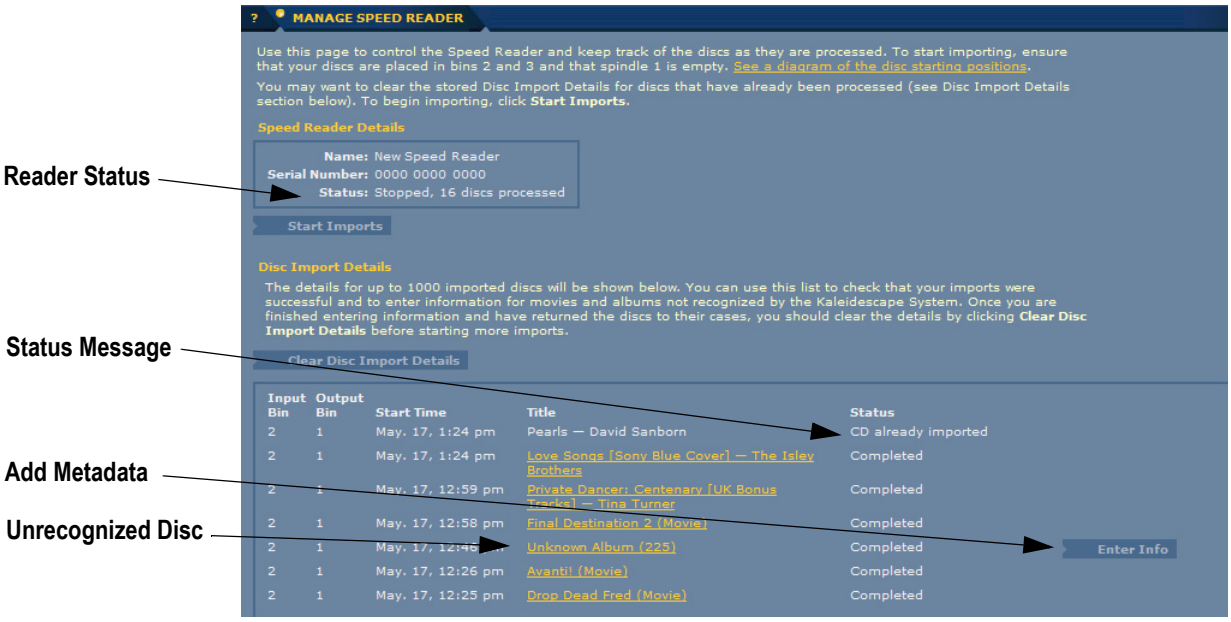
Reader Status
Status Message
Add Metadata
Unrecognized Disc
MANAGE SPEED READER
Use this page to control the Speed Reader and keep track of the discs as they are processed. To start importing, ensure that your discs are placed in bins 2 and 3 and that spindle 1 is empty. See a diagram of the disc starting positions.
You may want to clear the stored Disc Import Details for discs that have already been processed (see Disc Import Details section below). To begin importing, click Start Imports.
Speed Reader Details
Name: New Speed Reader
Serial Number: 0000 0000 0000
Status: Stopped, 16 discs processed
Start Imports
Disc Import Details
The details for up to 1000 imported discs will be shown below. You can use this list to check that your imports were successful and to enter information for movies and albums not recognized by the Kaleidescape System. Once you are finished entering information and have returned the discs to their cases, you should clear the details by clicking Clear Disc Import Details before starting more imports.
Clear Disc Import Details
Input Bin
Output Bin
Start Time
Title
Status
2 1 May. 17, 1:24 pm Pearls — David Sanborn CD already imported
2 1 May. 17, 1:24 pm Love Songs [Sony Blue Cover] — The Isley Brothers Completed
2 1 May. 17, 12:59 pm Private Dancer: Centenary [UK Bonus Tracks] — Tina Turner Completed
2 1 May. 17, 12:58 pm Final Destination 2 (Movie) Completed
2 1 Unknown Album (225) Completed
2 1 May. 17, 12:26 pm Avanti! (Movie) Completed
2 1 May. 17, 12:25 pm Drop Dead Fred (Movie) Completed
Enter Info

Figure 2-9 Disc Import Details

It is a good practice to clear the Disc Import Details after an import session is finished, information for unrecognized discs is entered, and discs are back in disc cases.

- To clear, click on the **CLEAR DISC IMPORT DETAILS** button.

  If restarting an import session, keep the Disc Import Details and continue importing. The Disc Import Details section displays up to 1,000 import records.

  Do not clear **Disc Import Details** until all the information for unrecognized discs has been entered, and discs are back in cases or set aside to re-import.

Resuming Stopped Imports

The Speed Reader does not retain any memory of the location of discs after an import session has been stopped. The Speed Reader starts loading from Bin 2 the next time **START IMPORTS** is clicked.

If the reader was picking from Bin 2 when the import session was stopped, importing can resume without additional handling.

Note: To prevent overflow, do not add discs to Bin 2 before restarting an import session without removing discs from Bin 1.

If the Speed Reader was picking from Bin 3 when the import session was stopped, transfer discs from Bin 3 to Bin 2 before restarting. Remove any

discs from Bin 1 and either return them to the disc cases or set aside for processing later.

Handling Discs After Importing

After the Speed Reader has completed an import session, review **Disc Import Details**. The discs are listed in the order discs were stacked in Bin 2 and Bin 3, top to bottom. Figure 2-9 shows how the Disc Import Details appear after an import session.

Processed discs fall into three general categories:

- Disc was imported and recognized
- Disc was imported but not recognized
- Disc failed to import

For more information on the status messages, see "Speed Reader Status Messages" on page 31.

Disc Was Imported and Recognized

When a disc imports correctly and is recognized, the disc title appears in the **TITLE** column and the **STATUS** column displays **Completed**.

If the import is successful, return the disc to the disc case. No further handling is required. See Figure 2-10.

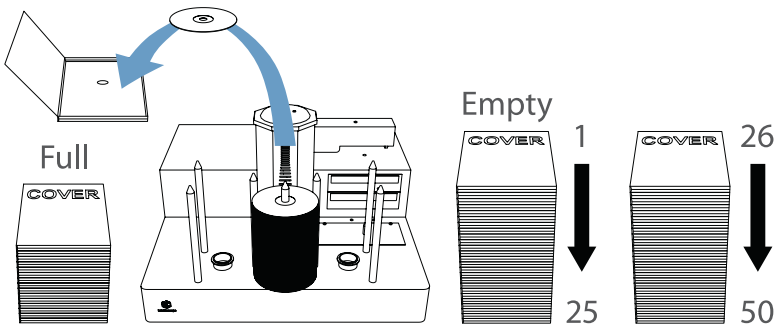

Figure 2-10 Packaging Imported Discs

Disc Was Imported but Not Recognized

Some discs import correctly but do not match an entry in either the Movie or Music Guide databases. In this case, the entry in the **TITLE** column reads **Unknown Album** for CDs or a generic volume name for DVDs. An **ENTER INFO** button also appears to the right of the **STATUS** column.

Enter information for unrecognized discs BEFORE returning the discs to the disc cases. Unrecognized discs must be properly identified.

- Enter the information. See "Entering Movie Metadata" and "Entering Music Metadata" below.

  At a minimum, enter the title of the disc and the UPC code. Kaleidescape uses the UPC code when attempting to locate information about DVDs to add this information to the Movie Guide.

- Loan unrecognized discs to Kaleidescape.

  Kaleidescape will gather information and cover art for any unrecognized commercial discs sent to Kaleidescape. The discs loaned to Kaleidescape are processed for high-resolution cover art, aspect ratio information, bookmarks, and complete detailed information.
  See http://www.kaleidescape.com/loan/.

Entering Movie Metadata

1. Locate the unrecognized disc in the **DISC IMPORT DETAILS** section.
2. Click the **ENTER INFO** button next to the unknown DVD. The **Edit Movie** window appears. See Figure 2-11.

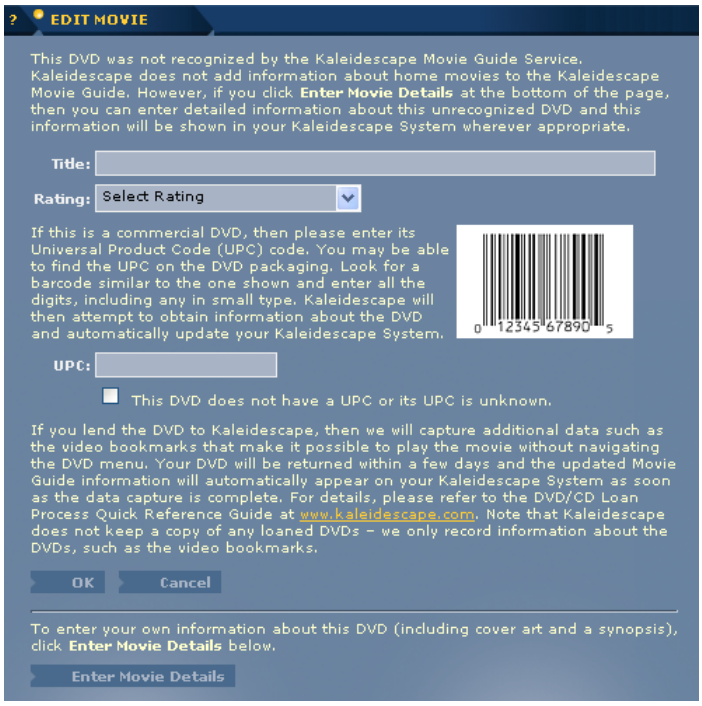
EDIT MOVIE
This DVD was not recognized by the Kaleidescape Movie Guide Service. Kaleidescape does not add information about home movies to the Kaleidescape Movie Guide. However, if you click Enter Movie Details at the bottom of the page, then you can enter detailed information about this unrecognized DVD and this information will be shown in your Kaleidescape System wherever appropriate.
Title:
Rating:
Select Rating
If this is a commercial DVD, then please enter its Universal Product Code (UPC) code. You may be able to find the UPC on the DVD packaging. Look for a barcode similar to the one shown and enter all the digits, including any in small type. Kaleidescape will then attempt to obtain information about the DVD and automatically update your Kaleidescape System.
0 12345 67890 5
UPC:
This DVD does not have a UPC or its UPC is unknown.
If you lend the DVD to Kaleidescape, then we will capture additional data such as the video bookmarks that make it possible to play the movie without navigating the DVD menu. Your DVD will be returned within a few days and the updated Movie Guide information will automatically appear on your Kaleidescape System as soon as the data capture is complete. For details, please refer to the DVD/CD Loan Process Quick Reference Guide at www.kaleidescape.com. Note that Kaleidescape does not keep a copy of any loaned DVDs – we only record information about the DVDs, such as the video bookmarks.
OK
Cancel
To enter your own information about this DVD (including cover art and a synopsis), click Enter Movie Details below.
Enter Movie Details

Figure 2-11 Edit Movie Window

3. Enter the movie title in the **TITLE** text box.

4. Select a rating for the movie from the **RATING** drop-down menu.
5. Enter the Universal Product Code (UPC), if known, in the **UPC** text box and click **OK**. If information about this DVD is available, Movie Guide Services will update the information in 2 or 3 days.

   If there is no UPC (e.g., with home movies), check the checkbox and create information for the movie. Click the **ENTER MOVIE DETAILS** link at the bottom of the window. The **Edit Details** window appears. See Figure 2-12.

EDIT DETAILS
Kaleidescape does not add information about home movies to the Kaleidescape Movie Guide. However, you can enter information here about this unrecognized DVD and this information will be shown in your Kaleidescape System wherever appropriate. If this is a commercial DVD, please click on Enter UPC at the bottom of the page and enter the DVD's UPC code. Kaleidescape will then attempt to obtain information about the DVD and automatically update your Kaleidescape System.
If you lend the DVD to Kaleidescape, then we will capture additional data such as the video bookmarks that make it possible to play the movie without navigating the DVD menu. Your DVD will be returned within a few days and the updated Movie Guide information will automatically appear on your Kaleidescape System as soon as the data capture is complete. For details, please refer to the DVD/CD Loan Process Quick Reference Guide at www.kaleidescape.com. Note that Kaleidescape does not keep a copy of any loaned DVDs – we only record information about the DVDs, such as the video bookmarks.
Title:
Rated:
Unrated (Mature Audiences)
for
Genres:
None
Cast:
Directors:
First Name:
Last Name:
Release Year:
Running Time:
minutes
Color:
Color
Synopsis:
Country:
Upload Cover Art:
Browse...
OK
Cancel
Enter UPC
No Cover Available
Current Cover Art

Figure 2-12 Edit Details Window

Enter the DVD information and click **OK**.

Entering Music Metadata

1. Locate the unrecognized disc in the **DISC IMPORT DETAILS** section.
2. Click the **ENTER INFO** button next to the unknown CD. The **Album Details** window appears. See Figure 2-11.

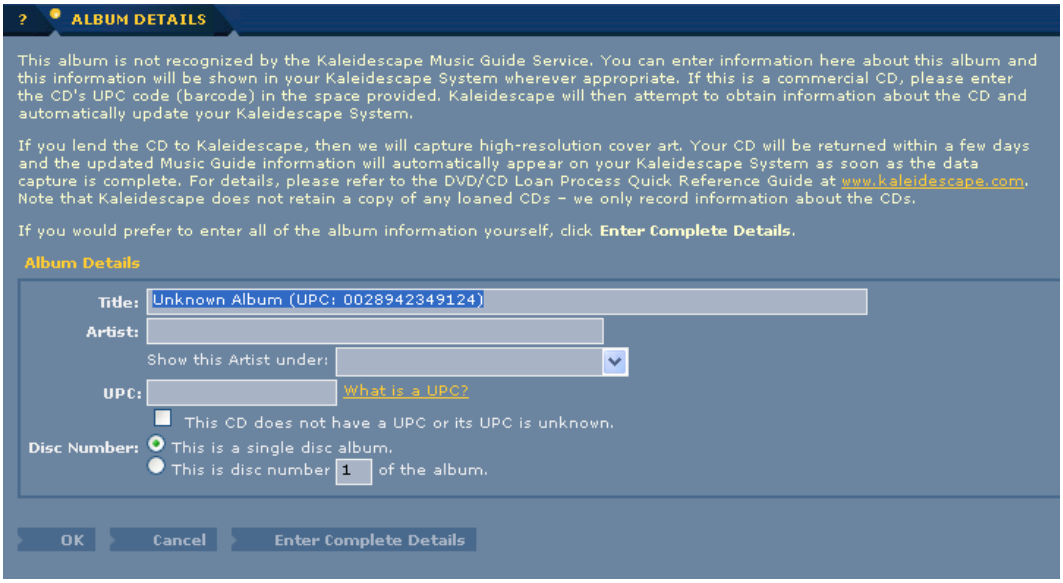
ALBUM DETAILS
This album is not recognized by the Kaleidescape Music Guide Service. You can enter information here about this album and this information will be shown in your Kaleidescape System wherever appropriate. If this is a commercial CD, please enter the CD's UPC code (barcode) in the space provided. Kaleidescape will then attempt to obtain information about the CD and automatically update your Kaleidescape System.
If you lend the CD to Kaleidescape, then we will capture high-resolution cover art. Your CD will be returned within a few days and the updated Music Guide information will automatically appear on your Kaleidescape System as soon as the data capture is complete. For details, please refer to the DVD/CD Loan Process Quick Reference Guide at www.kaleidescape.com. Note that Kaleidescape does not retain a copy of any loaned CDs – we only record information about the CDs.
If you would prefer to enter all of the album information yourself, click Enter Complete Details.
Album Details
Title:
Unknown Album (UPC: 0028942349124)
Artist:
Show this Artist under:
UPC:
What is a UPC?
This CD does not have a UPC or its UPC is unknown.
Disc Number:
This is a single disc album.
This is disc number 1 of the album.
OK
Cancel
Enter Complete Details

Figure 2-13 Album Details Window

3. Enter the album title in the **TITLE** text box.
4. Enter the artist in the **ARTIST** text box.
5. Select the name for the alphabetical listing of the artist from the **SHOW THIS ARTIST UNDER** drop-down menu.
6. Enter the Universal Product Code (UPC), if known, in the **UPC** text box and click **OK**.
7. If the disc is part of a multi-disc set, select **THIS IS DISC NUMBER 1 OF THE ALBUM** and enter the correct number of the disc in the set.
8. Click **OK** if finished entering information. To enter more information, click the **ENTER COMPLETE DETAILS** link at the bottom of the window. A second Album Details window appears. See Figure 2-14.

ALBUM DETAILS
This album is not recognized by the Kaleidescape Music Guide Service. You can enter information here about this album and this information will be shown in your Kaleidescape System wherever appropriate. If this is a commercial CD, please enter the CD's UPC code (barcode) in the space provided. Kaleidescape will then attempt to obtain information about the CD and automatically update your Kaleidescape System.
If you lend the CD to Kaleidescape, then we will capture high-resolution cover art. Your CD will be returned within a few days and the updated Music Guide information will automatically appear on your Kaleidescape System as soon as the data capture is complete. For details, please refer to the DVD/CD Loan Process Quick Reference Guide at www.kaleidescape.com.
Note that Kaleidescape does not retain a copy of any loaned CDs – we only record information about the CDs.
Album Details
No Cover Available
Title: Unknown Album (UPC: 0028942349124)
Artist:
Show this Artist under:
Main Genre: None (Select a main genre first, then you can select additional genres)
Other Genres: (Click here to edit the genre selections)
Release Date: N/A N/A N/A
Cover Art: Browse...
Album Review:
Additional Information
If this is a commercial CD, please enter the CD's UPC code (barcode) in the space provided. Kaleidescape will then attempt to obtain information about the CD and automatically update your Kaleidescape System.
UPC: What is a UPC?
This CD does not have a UPC or its UPC is unknown.
Disc Number: This is a single disc album.
This is disc number 1 of the album.
Songs
This is a Compilation Album (Allow me to enter an artist for each song).
1. Title: Track 1 (4:02)
2. Title: Track 2 (3:19)
3. Title: Track 3 (12:47)
4. Title: Track 4 (7:20)
5. Title: Track 5 (7:43)
6. Title: Track 6 (10:43)
7. Title: Track 7 (22:12)
OK
Cancel

Figure 2-14 Second Album Details Window

9. Enter CD information and click **OK**.

Section 3
Maintenance and Troubleshooting

Maintenance

There are no user-serviceable parts inside the Speed Reader; do not remove the enclosure screws.

The Speed Reader requires minimal maintenance; however, the guide rods on the robotic arm must be cleaned and lubricated regularly.

The lubrication schedule depends on usage and environmental conditions. Kaleidescape recommends cleaning and lubricating the guide rods at least quarterly, or more often if guide rods become discolored with residue.

Lubricating the Robotic Arm

The following materials are required to lubricate the guide rods:

- Clean, lint-free cloth
- Liquid glass cleaner
- Light weight machine oil such as sewing machine oil (do not use penetrating oils or solvents)

Use the following procedure to clean the robotic arm.

1. Power off the Speed Reader.
2. Spray a small section of a clean cloth with glass cleaner.
3. Carefully clean each rod with the cloth dampened with glass cleaner, gently moving the arm to reach all guide rod surfaces. See Figure 3-1.

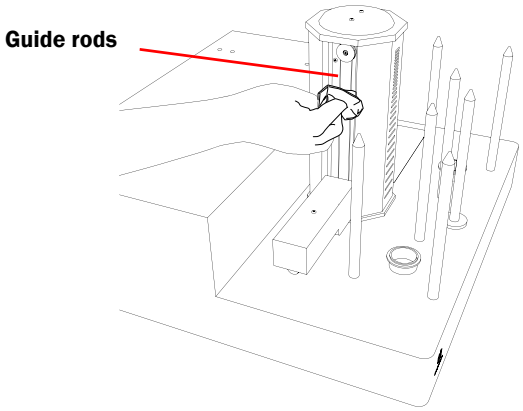

Figure 3-1 Cleaning Guide Rods

4. Apply a few drops of light machine oil to a clean cloth.
5. Use the oil-soaked cloth to coat the guide rods lightly with oil, gently moving the arm to reach all surface areas.

WARNING

Avoid applying or getting oil on any other parts of the Speed Reader.

Troubleshooting

Troubleshooting – Web Utilities

Problem	Probable Cause	Solution
Cannot access Web Utilities	1. Server is not powered on.	Check that the server is powered on and running properly. If the status lights do not glow blue, refer to Kaleidescape article, K000016 "Troubleshooting Amber Lights," http://www.kaleidescape.com/support/knowledgebase.php?article_id=50150000000LT31AAG.
	2. Not using the correct access URL for a Mac OS.	For Mac OS, use my-kaleidescape.local or my-kaleidescape.local/installer Or **ks-** followed by the server twelve digit serial number; for example, http://ks-00001000040b.local/installer
	3. The computer or server network connection is failing.	Check network connections for the computer and the server. Connect a laptop to each cable and open a web page. If the page fails to load, troubleshoot the network.
	4. Network setup is preventing resolution of the Kaleidescape System friendly URL.	Use the IP address if NetBIOS is not working. To find the IP address, • Power on the player and press the **MENU** button on the control (e.g., IR remote controller) for the display. • Select the **SYSTEM** tab. The screen appears with system IP address.
	5. Server is connected to a router that hides the server from the computer.	Use a switch to connect the server to the site network, or connect the PC to the router.

Problem	Probable Cause	Solution
Information in Web Utility does not match the Kaleidescape System	1. More than one Kaleidescape System is set up on the local network using the same URL. **Note:** The friendly URL **my-kaleidescape** returns a random system on a network with multiple systems.	Use URL http://ks-[server_serial_number]/installer to access the server, then use the **PREFERENCES** tab to change the friendly URL.
	2. Components are not powered on, and therefore do not appear in Web Utility.	Check power and connectivity.

Troubleshooting – Imports

Problem	Probable Cause	Solution
CD or DVD fails to import (possibly ejecting)	1. Disc is not a DVD or CD.	No solution, disc cannot be imported.
	2. Disc was inserted with label down.	Insert with label up and try import again.
	3. Disc has already been imported.	Check the **DISC IMPORT DETAILS** for a status message indicating disc has already been imported.
	4. Disc is dirty, scratched, or flawed.	Clean the disc and try importing the disc again.
	5. Server has a failed disk or is rebuilding the disk array.	• Check User Web Utility **HOME** page to see if a disk is rebuilding. If a disk is rebuilding, wait until the rebuilding finishes and retry. • Check for failed hard disks. If a Disk Cartridge Status LED is amber, call Kaleidescape Support at +1 (650) 625-6160.
	6. Media not supported.	The Kaleidescape System is not licensed for both movies and music. Contact Kaleidescape for a movie or music license.
	7. Server is full.	Go to the **HOME** page of the User Web Utility to check available capacity of the server.
	8. DVD does not match the region setting of the Speed Reader.	Open the Installer Web Utility and click the **COMPONENTS** tab. Click **Settings** for the player. Click the **REGION** tab and change the region to match the DVD. See "Setting the Region" on page 10. **Note:** Region setting can only be changed 4 times.
	9. DVD drive failure.	Call Kaleidescape Support at +1 (650) 625-6160.

Problem	Probable Cause	Solution
DVD import takes longer than about 30 minutes per disc	1. Network fault between Speed Reader and server.	Check all connections between the Speed Reader and the server for faulty Ethernet cables and slow switches or hubs.
	2. DVD is poorly authored.	These DVDs can take several hours to import. For a list of these discs, go to http://www.kaleidescape.com/support/poorly-authored-dvds.php.
	3. DVD is dirty, scratched, or flawed.	Check the DVD for surface defects and clean if necessary.
	4. Too much network traffic.	If the server network connection is operating at 100 Mbps, stop playback from some players or stop importing some DVDs.

Troubleshooting – Robotics

Problem	Probable Cause	Solution
Disc does not sit correctly on a bin or spindle	Bin posts or spindle are out of alignment.	Gently press the misaligned post or spindle into the correct position.
Two discs were placed in the same disc drive	Robot error.	Stop the import and return the discs to the bin. Restart the import process.
Disc is stuck in the disc drive	Power loss.	Restart the Speed Reader.

Status Messages

Speed Reader Status Messages

Message	Description
Initializing	Speed Reader is powered on and preparing for operation.
Stopped	The import finished successfully, was interrupted by the user, or is stopped because the Speed Reader encountered an error.

Message	Description
Stopping	Speed Reader is attempting to stop in response to a stop request from the operator, or as a result of an unexpected failure.
Importing	Speed Reader is actively importing.

Disc Import Details Status Messages

Message	Description
In progress	Disc is still being read.
Completed	Disc was successfully imported by the Speed Reader.
Eject button pressed	Disc was removed before the import completed.
Disc already imported	Disc was already in the Kaleidescape System.
Problem reading disc	Disc could not be read. Check the disc for scratches or dirt, clean it if necessary, and try importing it again.
Server restarted during import	Kaleidescape server was restarted while a disc was being imported.
Ran out of disk space	Kaleidescape server is full.
Disc is not a DVD or music CD	Disc is not a DVD or music CD, or it was inserted with the label facing the wrong way.
No disc types supported	The system is not licensed for movies (DVDs) or music (CDs).
Disc is not a region # DVD	DVD region code does not match region code of the Speed Reader.
Speed Reader must be grouped with a server	Speed Reader was not grouped with a server before starting an import session. Group the Speed Reader as described in “Grouping and Ungrouping the Speed Reader” on page 11.
Deleted	The movie was deleted after it was imported.
Import skipped after 1 hour	Speed Reader is set to skip imports that have not completed within one hour and this disc exceeded the one hour limit.
Import skipped after 6 hours	Speed Reader is set to skip imports that have not completed within six hours and this disc exceeded the six hour limit.
Speed Reader aborted import	Import was canceled by the Speed Reader.
Speed Reader device communication error	An error occurred during communication with the Speed Reader.

Message	Description
DVD CSS error	Recordable media protected by CSS cannot be imported. CSS protected content can only be imported from non-recordable media.
Server busy with existing imports	All server resources are being used by other imports. Import has been temporarily suspended.
DVD media unsupported	DVD media was not licensed for use in the Kaleidescape System at the time of import.
CD media unsupported	CD media was not licensed for use in the Kaleidescape System at the time of import.
Unexpected problem with import	An unknown error occurred while attempting to import the disc.
Cannot get updated information about the status of your imports. Perhaps the network is disconnected or the server was turned off.	Check the network connection to the Speed Reader and the network settings. See “Network Settings” on page 10.

Getting Help

For additional information about the Speed Reader, contact Kaleidescape at

www.kaleidescape.com/support/

Be prepared to provide the serial numbers of the Kaleidescape server and Speed Reader.

Appendix A
Product Specifications and Notices

Product Specifications

Speed Reader, Model Number KSPEEDREADER-2

Dimensions:

21.7 in. x 16.1 in. x 22.4 in. (W x H x D)
(55.1 cm x 40.9 cm x 56.9 cm)

Import Speed/Drives:

6 DVDs per hour
16 CDs per hour
Dual DVD/CD-ROM drives

Note: Actual import times can vary. Certain discs, including dirty and scratched discs, can take longer.

Capacity:

140 discs per input bin (2 input bins)
280 discs maximum capacity

Disc Media:

CD Audio, CD-R, CD-RW, DVD, DVD-R, DVD-RW, DVD+R, DVD+RW, DualDisc

Standard 4.75 in. (12 cm) diameter discs

Weight: 30.8 pounds (14.0 kg)

Power:

- 100-240 V, 50-60 Hz, universal input
- 90 W typical power consumption (105 W max)

Connections:

- 100/1000Base-T Ethernet (RJ45)
- RS-232

Environment:

Operating temperature:
41°F to 95°F (5°C to 35°C)

Storage temperature:
-4°F to 140°F (-20°C to 60°C)

Relative humidity:
5% to 90% non-condensing

Thermal output:
358 BTU/hr (105 Watts) heat output (max)

Airflow:
45.2 CFM (76.8 m^3/hr) airflow (min)

Electrical Classification:

Class 1 (3-wire ground plug)

Certifications:

- FCC Class B
- CSA 60950-1-07
- UL 60950-1 Ed. 2.0
- IEC 60950 Ed. 2.0
- IEC 60825-1 Ed. 2.0:2007
- ICES-003, IC Sections 5.3, 5.5 Class B
- CE LVD 2006/95/EC
- EMC 2004/108/EC
- RoHS 2002/95/EC
- WEEE 2002/96/EC

Notices

FCC Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet or circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

WEEE Notice

In compliance with European directive 2002/96/CE and norm EN50419:2005, this device must not be thrown away with household garbage.

The device must be the object of an appropriate, selective removal procedure in order to recuperate it. Cooperation will contribute to the respect for the environment and the protection of our natural resources.

Battery Notice

Although Kaleidescape System components are not user-serviceable, components may contain batteries, which must be disposed of properly. Send batteries to Kaleidescape for recycling, or take batteries to a proper battery recycling or processing center. Do not throw used batteries in the trash; batteries can explode in an incinerator. Do not replace the batteries yourself; there is a risk of explosion if a battery is replaced by an incorrect type.